Hand Hygiene Training and Management Information System

User Manual

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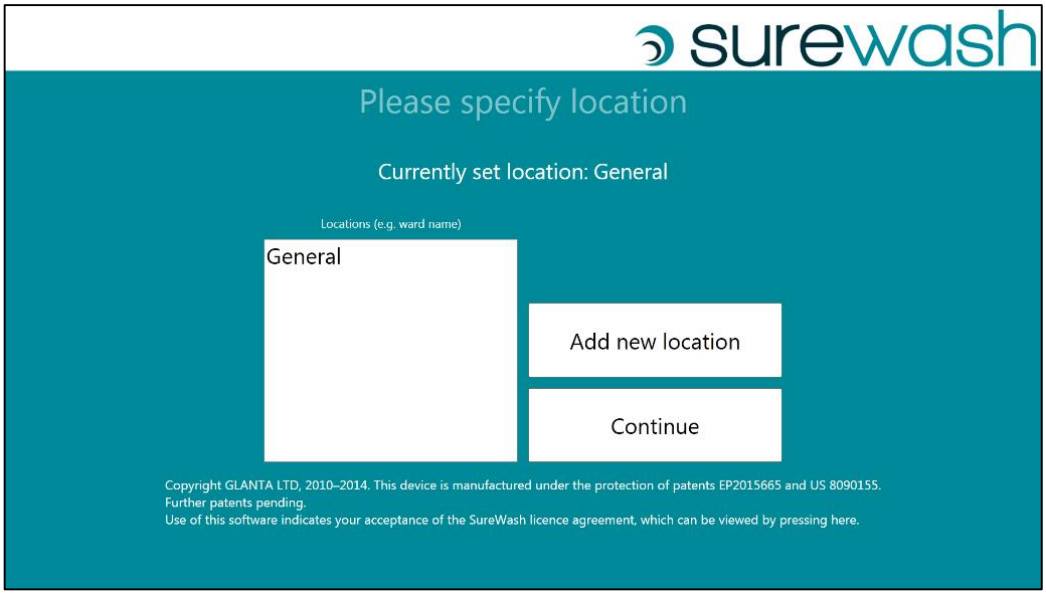
2 SETTING UP THE SUREWASH SYSTEM

To set up the SureWash system, plug in the power supply and press the on/off button located on the right-hand side of the system. The SureWash system will boot up automatically.

To turn off the system, press and hold the on/off button until the system shuts down. When the system has completely shut down (this takes approximately 30 seconds) the unit may be unplugged from the mains power. SureWash should not be unplugged from the mains power before being shut down.

3 USING THE SUREWASH SYSTEM

3.1 LOCATION SELECTION


surewash
Please specify location
Currently set location: General
Locations (e.g. ward name)
General
Add new location
Continue
Copyright GLANTA LTD, 2010-2014. This device is manufactured under the protection of patents EP2015665 and US 8090155.
Further patents pending.
Use of this software indicates your acceptance of the SureWash licence agreement, which can be viewed by pressing here.

After the system has been switched on, you will be prompted to specify the location where the SureWash Training Unit is currently operating. This could be, for example, the name of a hospital department. You may select an existing location from the list or you may enter a new location. If you select 'Add new location', an on-screen keyboard will appear allowing you to enter the name of the location. Once the location has been selected press 'Continue' to start SureWash.

The "Add new location" option may be disabled by the Administrator. See 4.4 Change Location.

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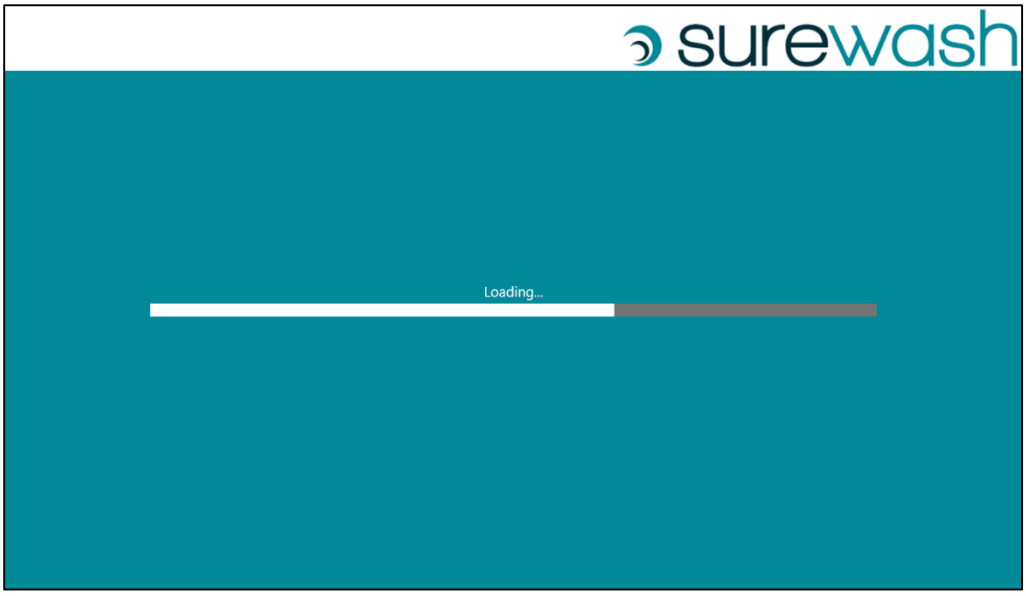
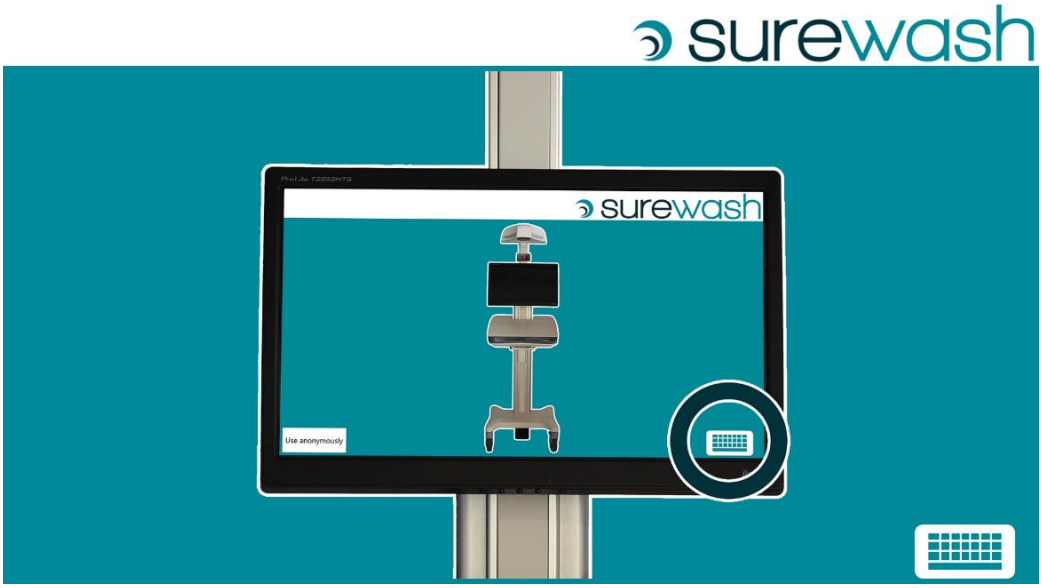
3.2 USER LOGIN



Next, the system initialises and the login screen appears. Depending on the configuration of the SureWash unit a user can log in to the system in three ways:

1. **Anonymously**
   Press the anonymous button and use SureWash for Training, doing the Quiz or for Assessment. All interactions are counted as Anonymous.

2. **Manually**
   Press the keyboard icon and using your SureWash User ID (this can be a number and is indicated by Administrator) log in to SureWash for Training, doing the Quiz or for Assessment. All interactions are counted under individual usernames.



3. **Using Card Reader**
   Using card reader located above screen as indicated on your unit. SureWash recommends that Roles and Departments are preloaded by the Administrator to ensure better quality reporting. (Contact SureWash for further information if you wish to automate this process.)

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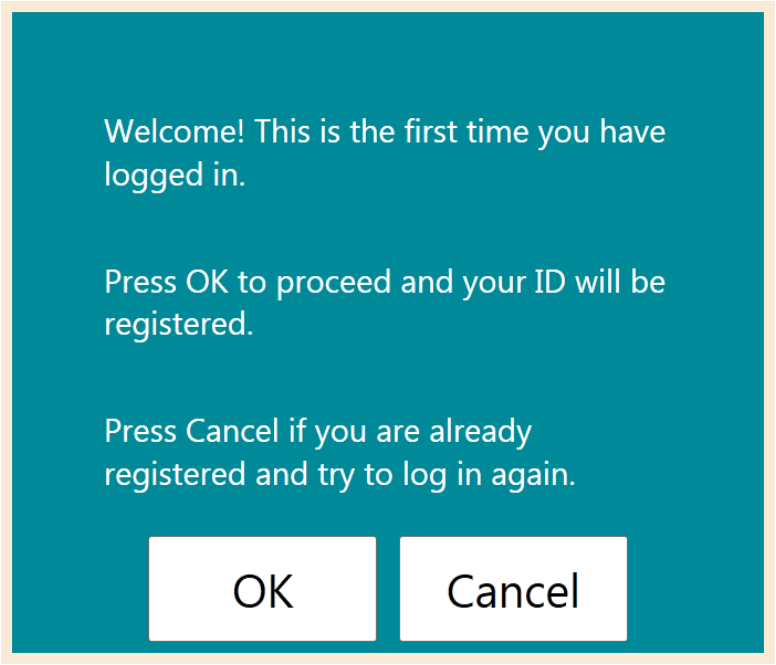
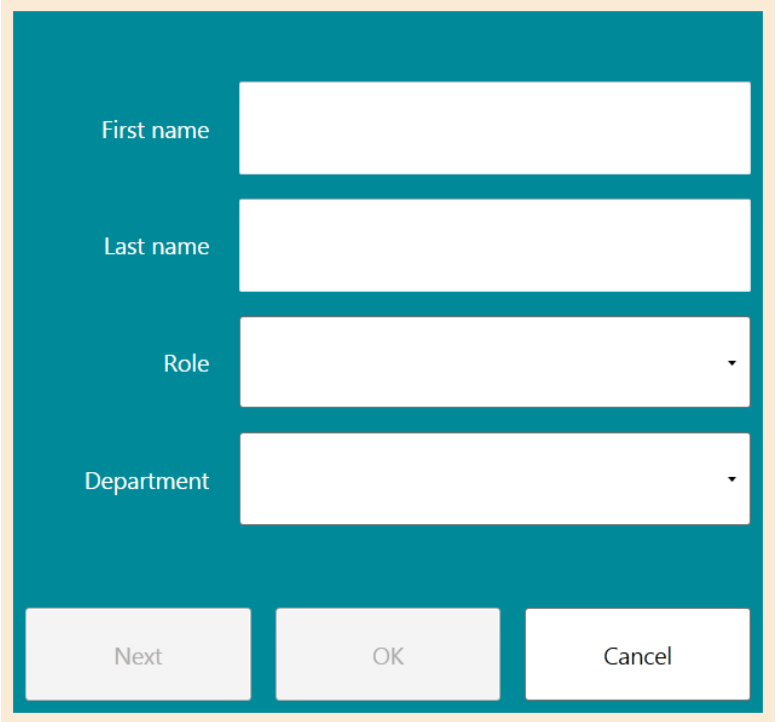
When logging in manually or by card reader for the first time a user will be asked to complete the following information.


Welcome! This is the first time you have logged in.
Press OK to proceed and your ID will be registered.
Press Cancel if you are already registered and try to log in again.
OK
Cancel



surewash
Enter first name
English
John
1 2 3 4 5 6 7 8 9 0 +
q w e r t y u i o p .
a s d f g h j k l /
CAPS z x c v b n m BACKSPACE '
CANCEL SPACE ENTER -
Use anonymously

surewash
Enter last name
English
Smith
1 2 3 4 5 6 7 8 9 0 +
q w e r t y u i o p .
a s d f g h j k l /
CAPS z x c v b n m BACKSPACE '
CANCEL SPACE ENTER -
Use anonymously

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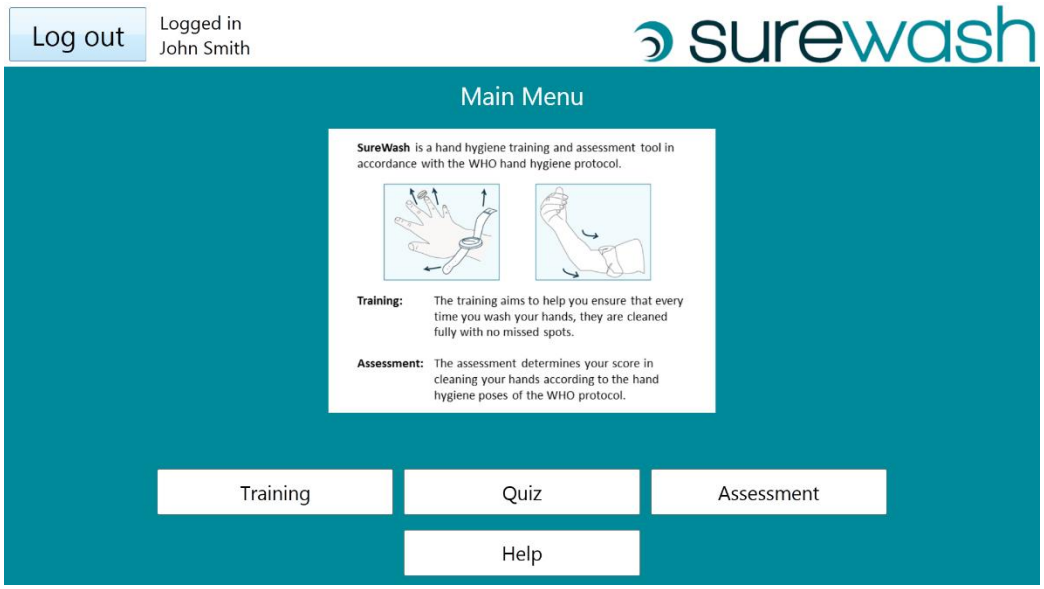
Roles can be pre-loaded by SureWash Support Team or amended on-site (see Customising your System). Drop down list will be alphabetical.

A user only completes this process the first time they log in.


Log out
Logged in
John Smith
surewash
Main Menu
SureWash is a hand hygiene training and assessment tool in accordance with the WHO hand hygiene protocol.
Training:
The training aims to help you ensure that every time you wash your hands, they are cleaned fully with no missed spots.
Assessment:
The assessment determines your score in cleaning your hands according to the hand hygiene poses of the WHO protocol.
Training
Quiz
Assessment
Help

When logged in, your first, last name will be displayed in the top left hand corner. The user can choose between the three modes that are offered by the SureWash system: **Training, Quiz** and **Assessment**. (Pressing the **Help** button presents the user with information about how to use SureWash.)

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SureWash is available in languages other than English, it is at this point a user should choose from the available options. Please note: User must be in **Assessment** mode to be recorded in Reports.

3.3 TRAINING MODE

The Training mode contains general information about hand hygiene (Why, When, How) and also allows the users to practise their hand hygiene skills.

By pressing the on-screen arrows on the e-learning material, a user can navigate through the content. Users can also press the images to go to training material that is specific to a pose.

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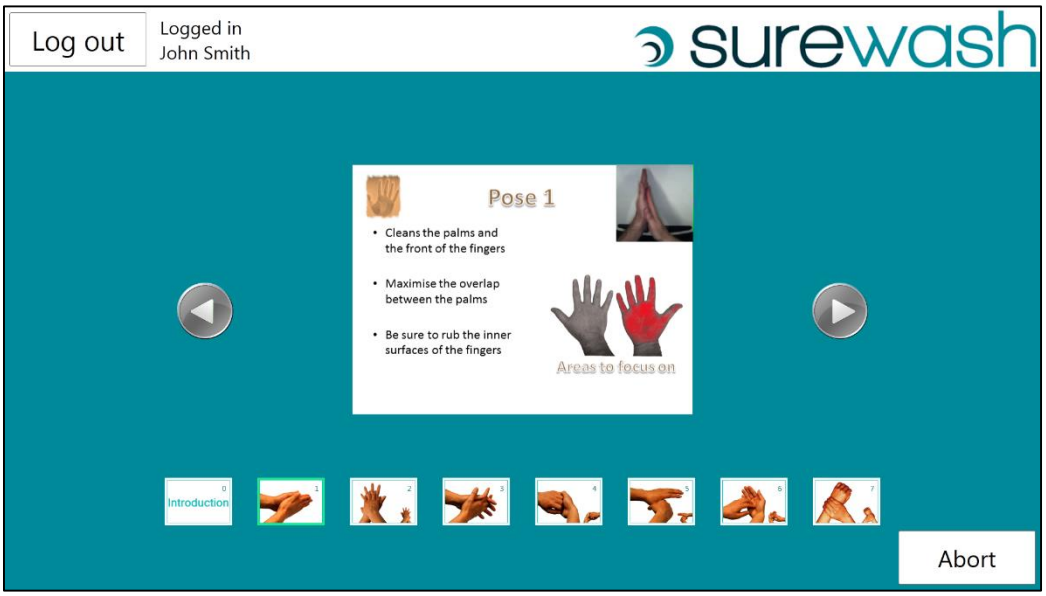
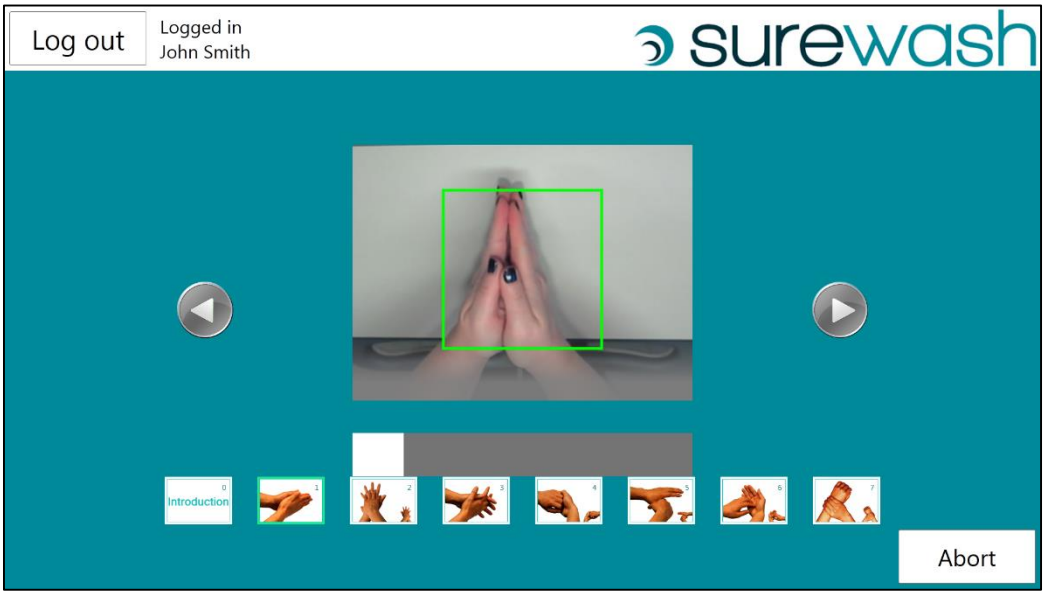
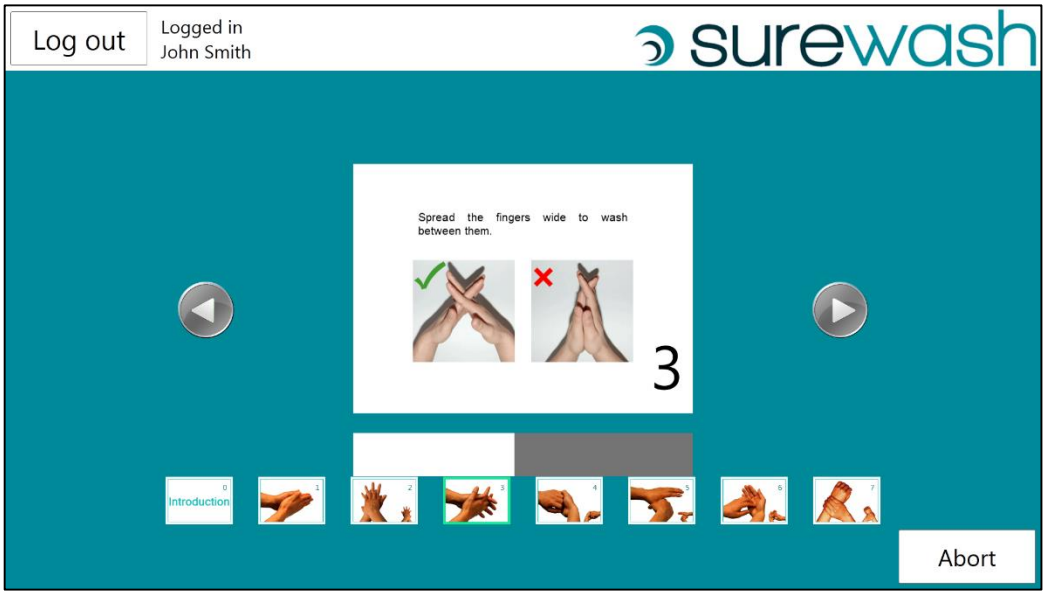
Training for each of the six/seven hand hygiene poses happens in two steps: firstly, some information about this particular pose is presented to the user, e.g., what makes this particular pose so important. Additionally, a video of the pose being completed correctly is shown.



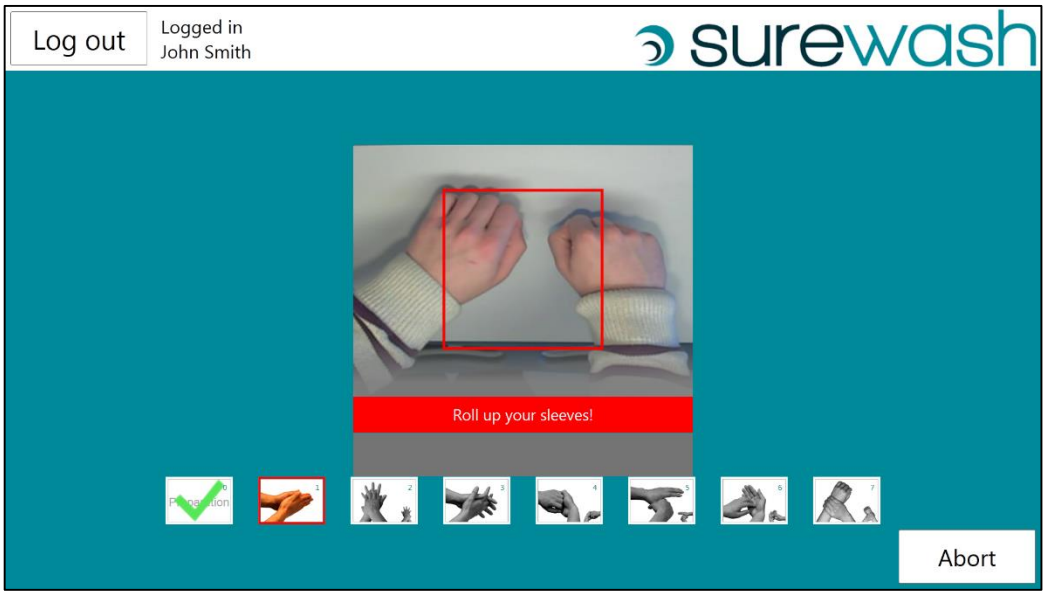
By pressing the right arrow, the user has the opportunity to perform this particular pose. The system camera checks if the user is performing the pose correctly. If they are, the progress bar shown at the bottom of the screen starts to grow. When the pose is completed, the Training screen moves to the next pose and the procedure begins again.



If a user does not manage to finish a pose within a specific time, an information box will pop up. The popup helps the user to pass this pose by showing the mistakes that are commonly made. After the popup, there is still some time left to finish the pose successfully.



While performing a hand hygiene pose, the hands must be placed in the box overlaid on the video. The box turns green when the hands are in the right place. Furthermore, the user must roll their sleeves up to the elbow. If the sleeves are visible in the video, the system will recognise this and will give a warning of “Roll up your sleeves”. A large watch or bracelet may also cause this warning.



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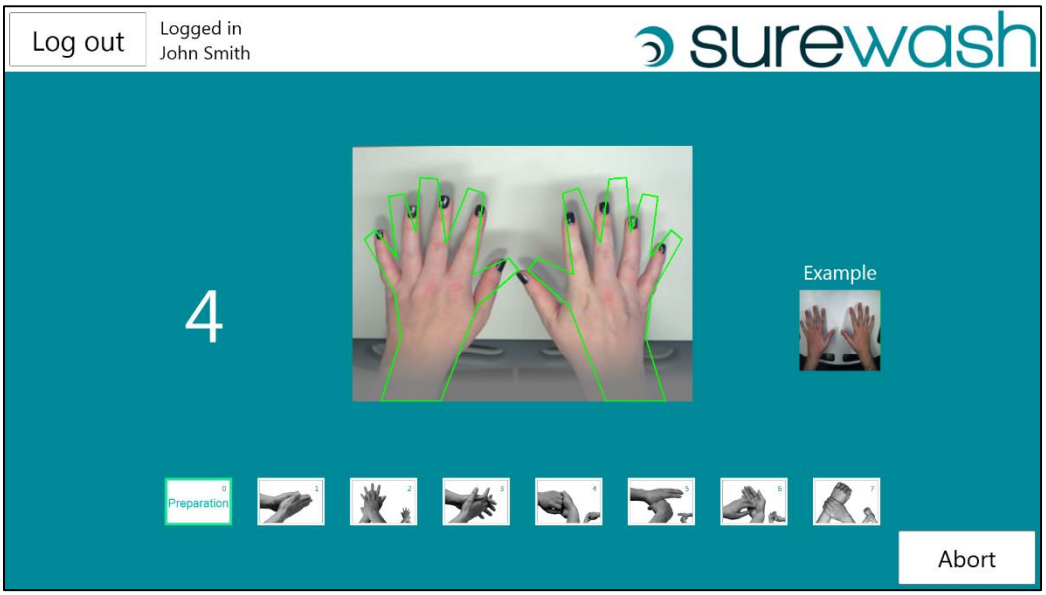
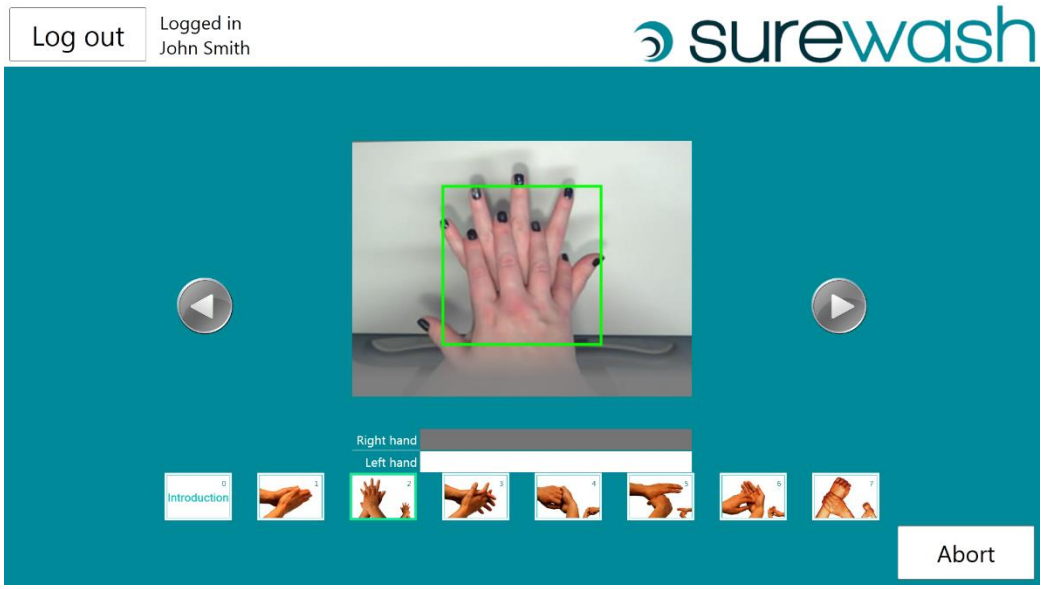
3.4 ASSESSMENT MODE

In Assessment mode a user has to perform all six/seven hand hygiene poses one after the other in sequence. As the user passes each pose the system moves automatically to the next one.

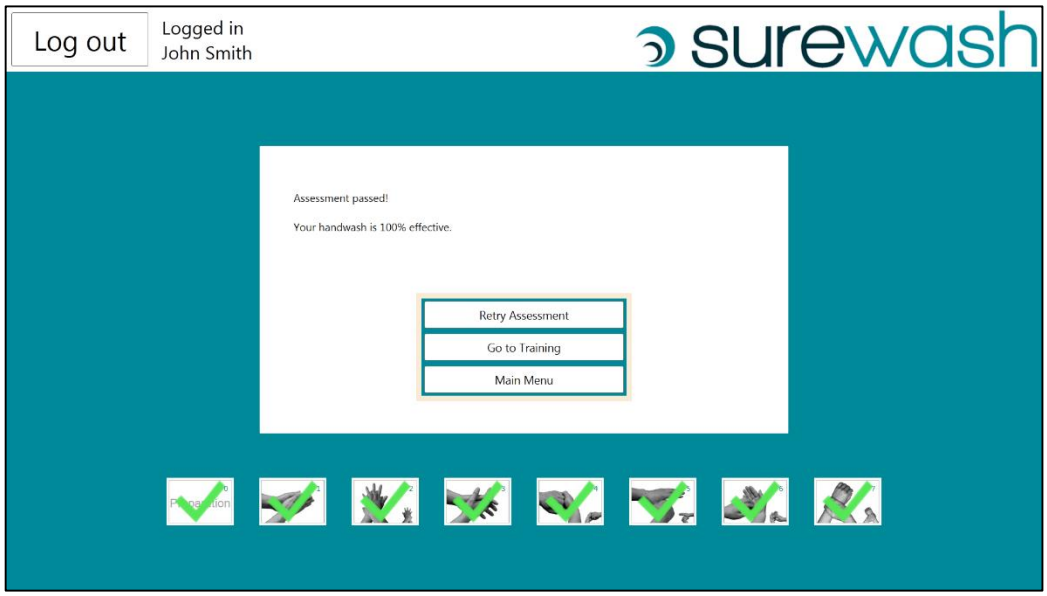
Before the user can start hand hygiene assessment, the hands need to be presented within the silhouette outlined on the video screen. This image of the hands is saved and will go into the report so that administrators can check if people are wearing accessories such as jewellery, false nails, bracelets, etc. The user may need to lift their hands up or down to fit the silhouette and turn the outline to green.



The user must follow the poses in the correct sequence, the system moves on to the next pose after a certain length of time.



After a user has finished an assessment, a score will be presented. Additionally, each pose image will show a green tick if the user passed the particular pose, and a red X otherwise. The user can choose to return to the main menu, retry the assessment or enter the Training mode. (Within Training they can select any of the seven poses by pressing the pose images, as described above.)



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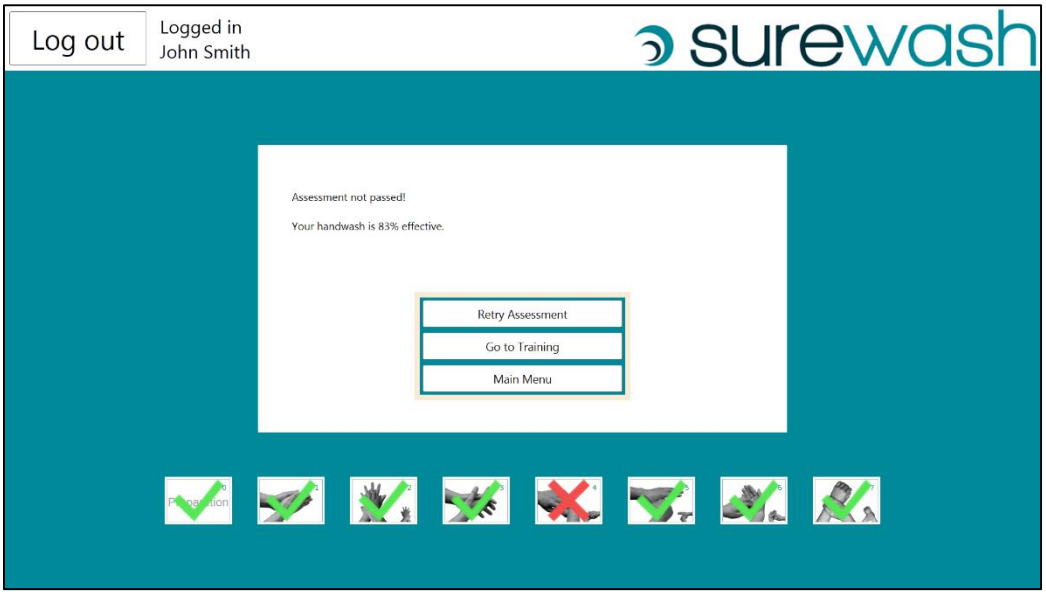
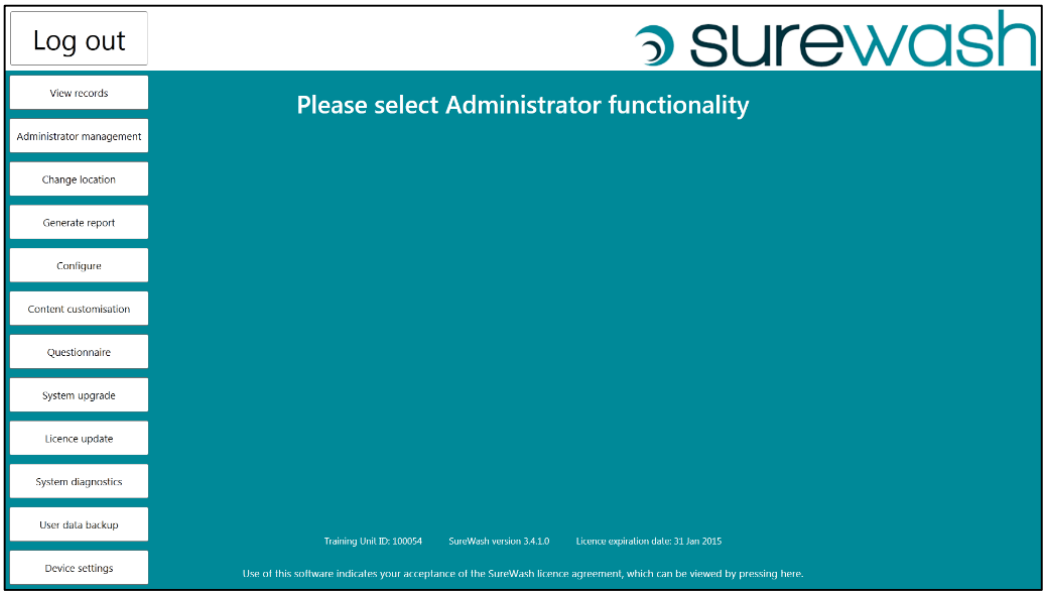

Log out
Logged in
John Smith
surewash
Assessment not passed!
Your handwash is 83% effective.
Retry Assessment
Go to Training
Main Menu

4 SUREWASH ADMINISTRATION

4.1 LOGGING IN AS AN ADMINISTRATOR

The Administrator screen of the SureWash Training Unit provides access to extra features of the system. In order to access the Administrator screen, press the keyboard icon on the main login screen. Type the username ‘admin123’. (Ensure that the username is entered in lowercase; press the CAPS button on the on-screen keyboard if necessary.) You will be prompted to enter your password. If this is the first time that the Administrator screen has been accessed, you should enter the default password (‘admin123’). You must change the password before proceeding.

When logged in as an administrator, the following screen appears.



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The different administrator features are presented on the left-hand side of the screen:

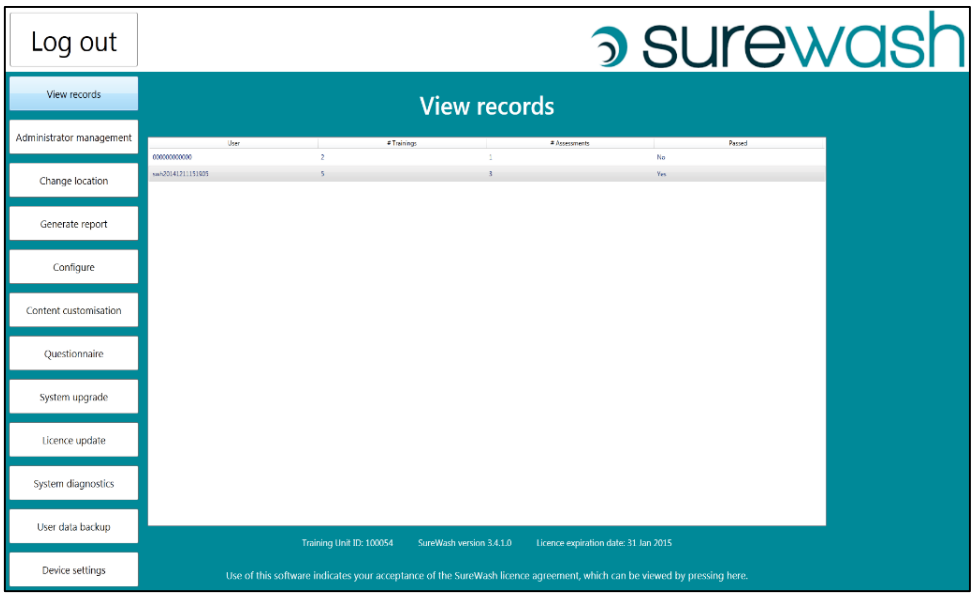
- View records (section 4.2)
- Administrator management (section 4.3)
- Change location (section 4.4)
- Generate report (section 4.5)
- Configuration (section 4.7)
- Content customisation (section 4.8)
- Questionnaire (section 3.9)
- System upgrade (section 4.9)
- Licence update (section 4.11)
- System diagnostics (section 4.12)
- User data backup (section 4.13)
- Device Setting (section 3.14)

4.2 VIEW RECORDS

The ‘view records’ functionality allows you to have an overview of the usage of the system, presented as a spreadsheet. The columns of the table are:

- User: The ID or name of the individual
- # Trainings: The number of training sessions performed by this user
- # Assessments: The number of assessments performed by this user
- Passed: A ‘Yes’ indicates that this user passed at least one assessment, while a ‘No’ means that this user did not pass an assessment yet.

The user with the ID ‘000000000000’ is the anonymous user: whenever somebody logs in using the ‘Anonymous’ button instead of using a fingerprint or username, the records are saved with this ID.



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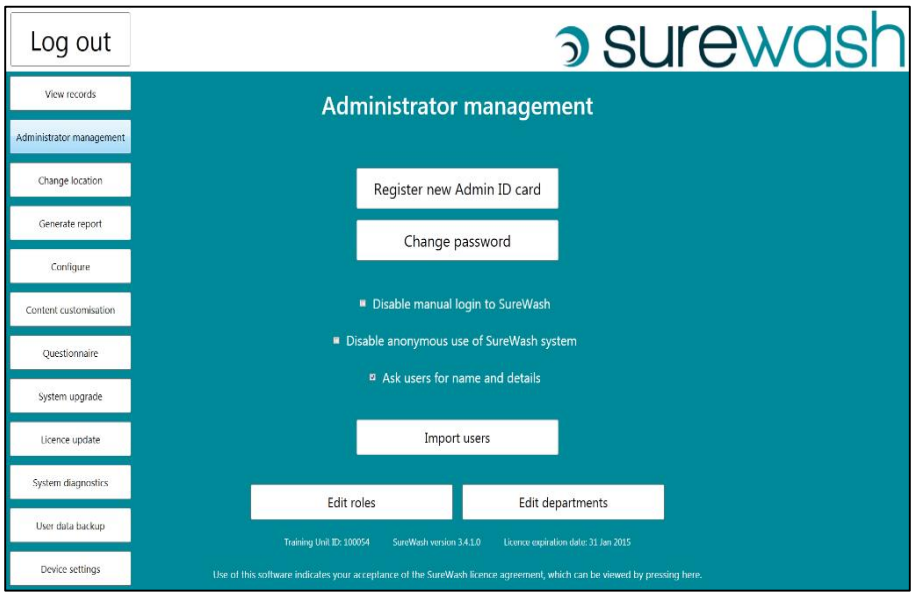
4.3 ADMINISTRATOR MANAGEMENT

The administrator management feature allows you to change the current administrator's password and to register an administrator user. Press 'Administrator management' and the following screen will appear.



Manual login can be enabled or disabled on this screen.

Anonymous use can be enabled or disabled on this screen.

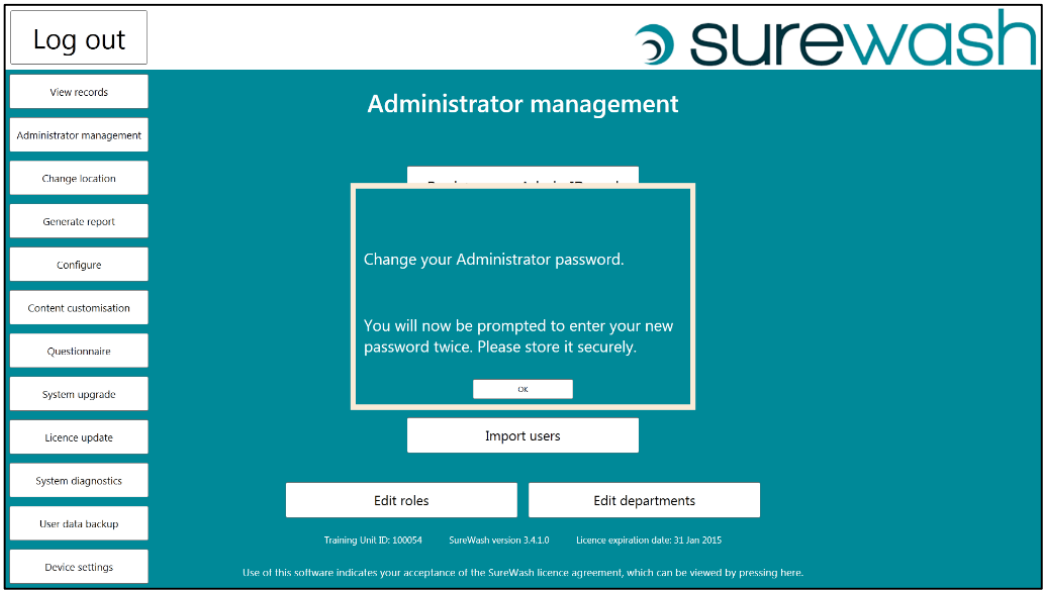
Roles and Departments can be created or disabled on this screen.

Import Users: If you have a high number of users, it is recommended that user profiles i.e. unique user id, names, role, department are preloaded. This will provide quality reporting and simplify the initial logging in process as staff will not have to enter their own profile data. User profile data can be uploaded using a SUREWASH USB key or the SureWash technical team can upload remotely if WIFI is available locally. SureWash technical department can provide a template which can be populated for upload.

When a finger print user is in use, data can be preloaded against a unique identifier such as a staff number or a card number and have this data verified against the finger print when they first use the system.

Change password

Press ‘Change password’ to enter a new password for the current administrator. The following screen will appear.



You will be prompted to enter your new password twice.

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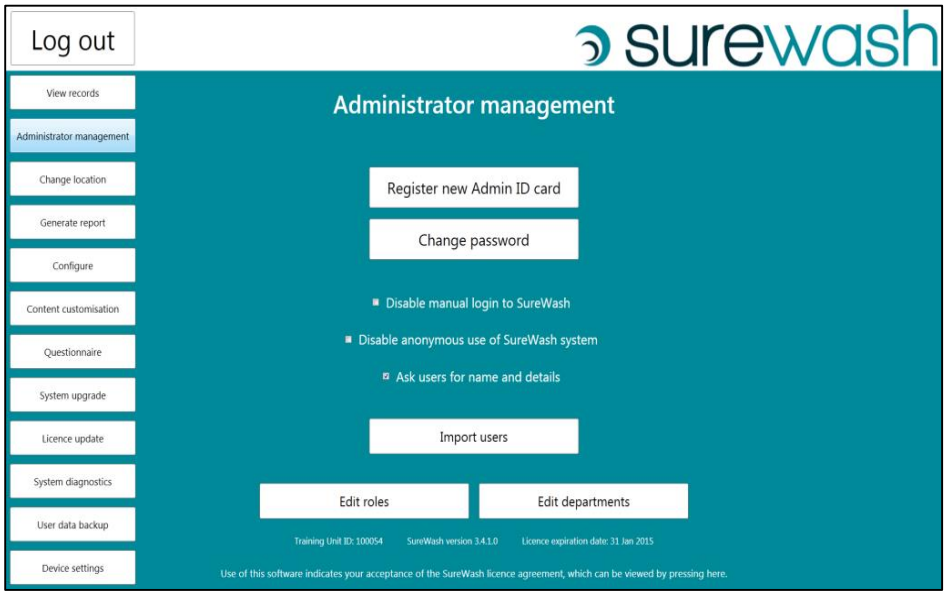
4.3.1 REGISTER NEW ADMINISTRATOR ID CARD

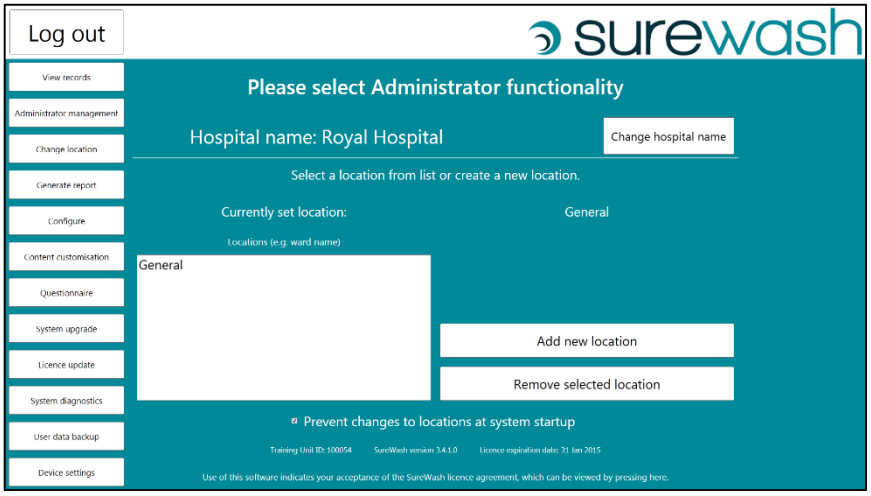
If you press 'Register new Admin ID card' you will see the following message box.



If your SureWash Training Unit has an ID card reader, simply swipe the ID card that you want to register as an administrator card. The message box will disappear; the card is now registered as an administrator card. The password for the card will initially be set to the default password ('admin123').

4.4 CHANGE LOCATION

Pressing the 'Change location' button allows you to specify the location where the machine is currently being used. A screen similar to the one shown at system start-up (section 3.1) will appear.



The location specified could be, for example, the name of a hospital department. You may select an existing location from the list or you may enter a new location.

SureWash recommends that the "Prevent changes to locations at system start up "button is ticked as the default setting.

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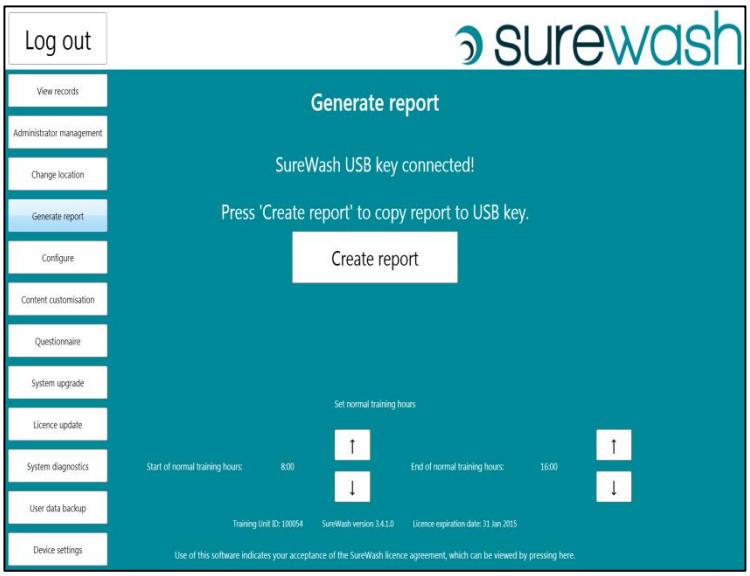
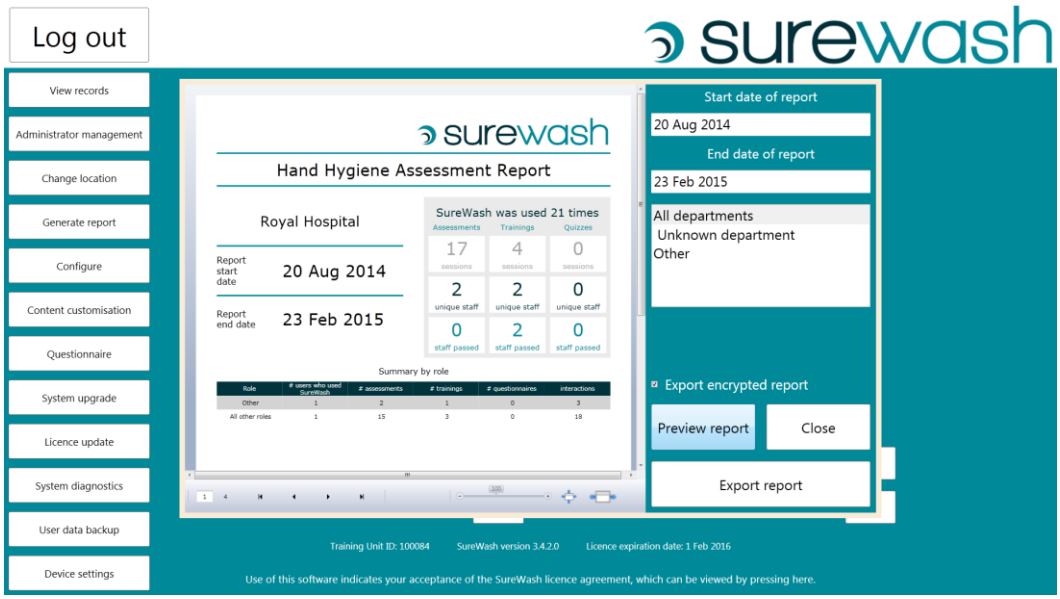
4.5 GENERATE REPORT

The SureWash Training Unit allows detailed reports to be created that show each user's performance during hand hygiene assessment. The reports are broken down by department and can be limited to a specific time period.

First, select 'Generate report' from the left-hand side of the administrator interface. The following screen will appear. The 'Create report' button cannot be pressed unless the licence for the system is valid (see section 4.11) and until the SureWash USB key is connected to the system. After plugging in the SureWash USB key, the 'Create report' button can be pressed.



Pressing the 'Create report' button brings up the following screen.



Choosing the default settings and pressing 'Generate report' will create a single report that covers the entire time period that the system has been in use. The report will also include all locations stored in the system (section 4.4).

After creating a report, the report may be copied onto the attached SureWash USB key along with an Excel file (CSV format) containing all the records of the system.

Log out
Enter password to encrypt report
English
1 2 3 4 5 6 7 8 9 0 +
Q W E R T Y U I O P .
A S D F G H J K L /
CAPS Z X C V B N M BACKSPACE '
CANCEL SPACE ENTER -
Device settings
Use of this software indicates your acceptance of the SureWash licence agreement, which can be viewed by pressing here.

SureWash encourages the use of an eight digit alpha numeric password i.e. Abc12345 which will be required to open the report on another computer. The information within the report is encrypted so it cannot be read by unauthorised persons.

Log out
Re-enter password
English
1 2 3 4 5 6 7 8 9 0 +
Q W E R T Y U I O P .
A S D F G H J K L /
CAPS Z X C V B N M BACKSPACE '
CANCEL SPACE ENTER -
Device settings
Use of this software indicates your acceptance of the SureWash licence agreement, which can be viewed by pressing here.

4.6 REPORTS

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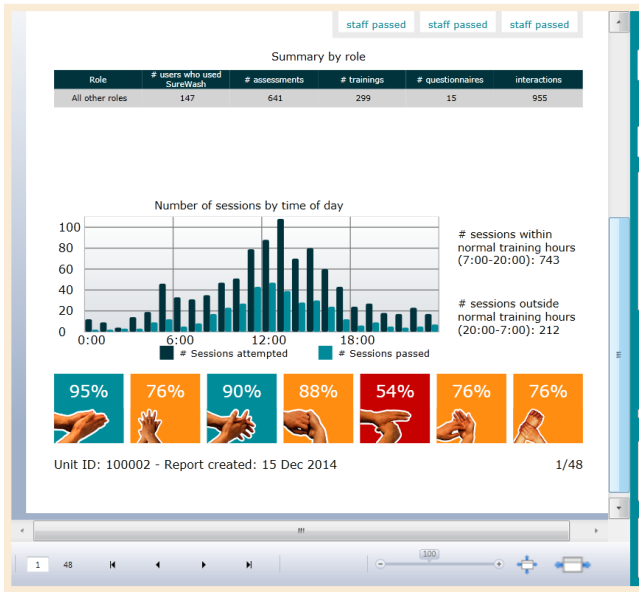
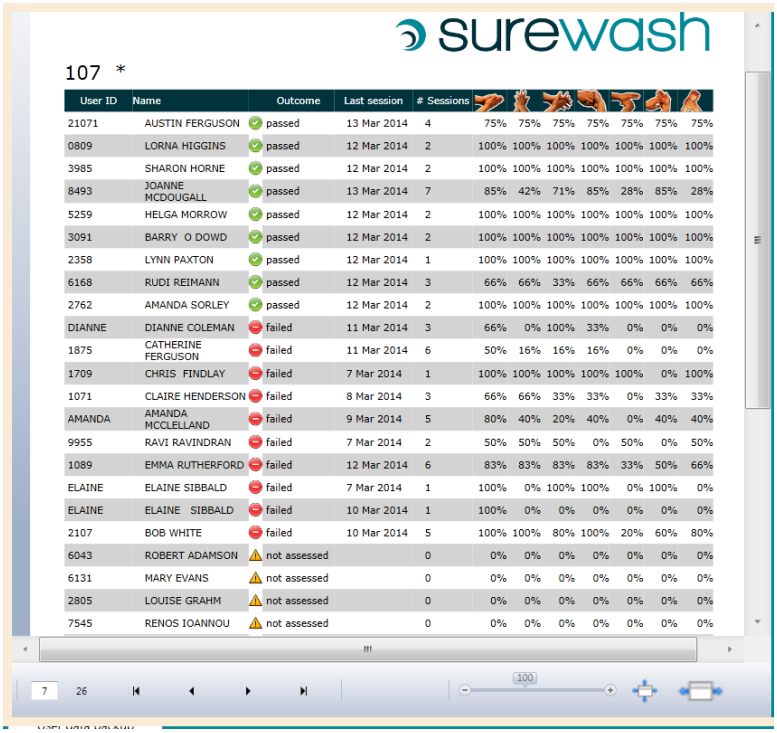
The reports generated by SureWash begin with general information about all of the sessions in the reporting period.

This shows the dates which the report covers (defaults to previous six months but can be customised), the usage of the unit and summary by role, time used and overall hospital/department pass rate.



4.6.1 USER REPORT


surewash
107 *
User ID Name Outcome Last session # Sessions
21071 AUSTIN FERGUSON passed 13 Mar 2014 4 75% 75% 75% 75% 75% 75% 75%
0809 LORNA HIGGINS passed 12 Mar 2014 2 100% 100% 100% 100% 100% 100% 100%
3985 SHARON HORNE passed 12 Mar 2014 2 100% 100% 100% 100% 100% 100% 100%
8493 JOANNE MCDOUGALL passed 13 Mar 2014 7 85% 42% 71% 85% 28% 85% 28%
5259 HELGA MORROW passed 12 Mar 2014 2 100% 100% 100% 100% 100% 100% 100%
3091 BARRY O DOWD passed 12 Mar 2014 2 100% 100% 100% 100% 100% 100% 100%
2358 LYNN PAXTON passed 12 Mar 2014 1 100% 100% 100% 100% 100% 100% 100%
6168 RUDI REIMANN passed 12 Mar 2014 3 66% 66% 33% 66% 66% 66% 66%
2762 AMANDA SORLEY passed 12 Mar 2014 2 100% 100% 100% 100% 100% 100% 100%
DIANNE DIANNE COLEMAN failed 11 Mar 2014 3 66% 0% 100% 33% 0% 0% 0%
1875 CATHERINE FERGUSON failed 11 Mar 2014 6 50% 16% 16% 16% 0% 0% 0%
1709 CHRIS FINDLAY failed 7 Mar 2014 1 100% 100% 100% 100% 100% 0% 100%
1071 CLAIRE HENDERSON failed 8 Mar 2014 3 66% 66% 33% 33% 0% 33% 33%
AMANDA AMANDA MCLELLAND failed 9 Mar 2014 5 80% 40% 20% 40% 0% 40% 40%
9955 RAVI RAVINDRAN failed 7 Mar 2014 2 50% 50% 50% 0% 50% 0% 50%
1089 EMMA RUTHERFORD failed 12 Mar 2014 6 83% 83% 83% 83% 33% 50% 66%
ELAINE ELAINE SIBBALD failed 7 Mar 2014 1 100% 0% 100% 100% 0% 100% 0%
ELAINE ELAINE SIBBALD failed 10 Mar 2014 1 100% 0% 0% 0% 0% 0% 0%
2107 BOB WHITE failed 10 Mar 2014 5 100% 100% 80% 100% 20% 60% 80%
6043 ROBERT ADAMSON not assessed 0 0% 0% 0% 0% 0% 0% 0%
6131 MARY EVANS not assessed 0 0% 0% 0% 0% 0% 0% 0%
2805 LOUISE GRAHM not assessed 0 0% 0% 0% 0% 0% 0% 0%
7545 RENOS IOANNOU not assessed 0 0% 0% 0% 0% 0% 0% 0%
7 26
100

Users are listed by User ID and report shows if they have passed (achieved 100% in the assessment in the time period of the report), failed (not attempted or achieved 100% in the assessment during the time period of the report) or not assessed (have not used the machine in the time period of the report).

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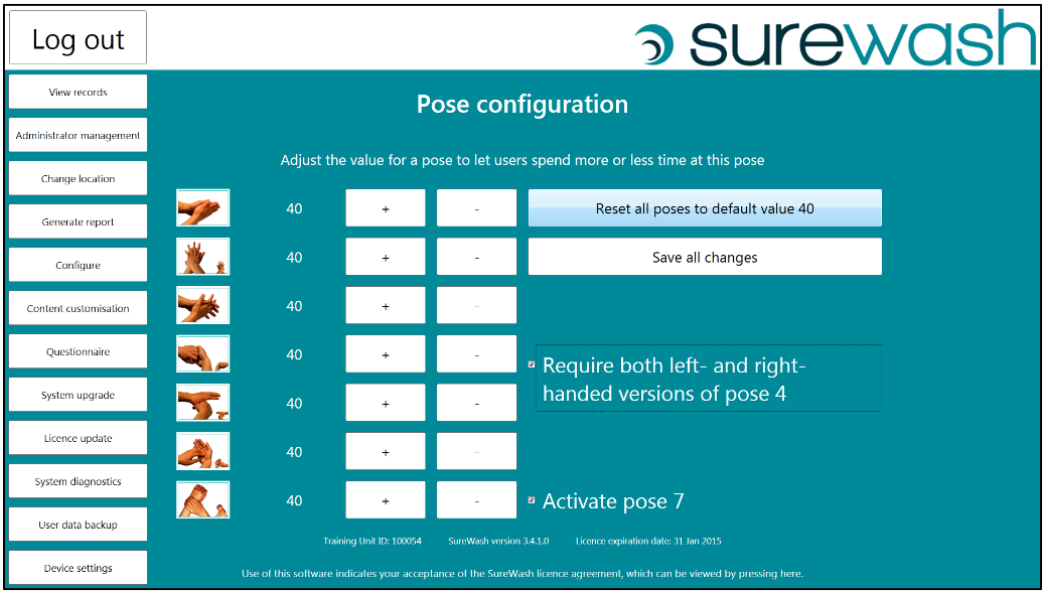
4.7 CONFIGURATION

Pressing ‘Configure’ allows you to change the time users must spend on a particular pose before they pass. The parameters can be adjusted for each pose individually using the ‘+’ and ‘–’ buttons. After adjusting the parameters, they must be saved by pressing the ‘Save all changes’ button. The parameters can also be reset to the default values by pressing ‘Reset all poses to default value 40’.



Greater than 40: increased difficulty

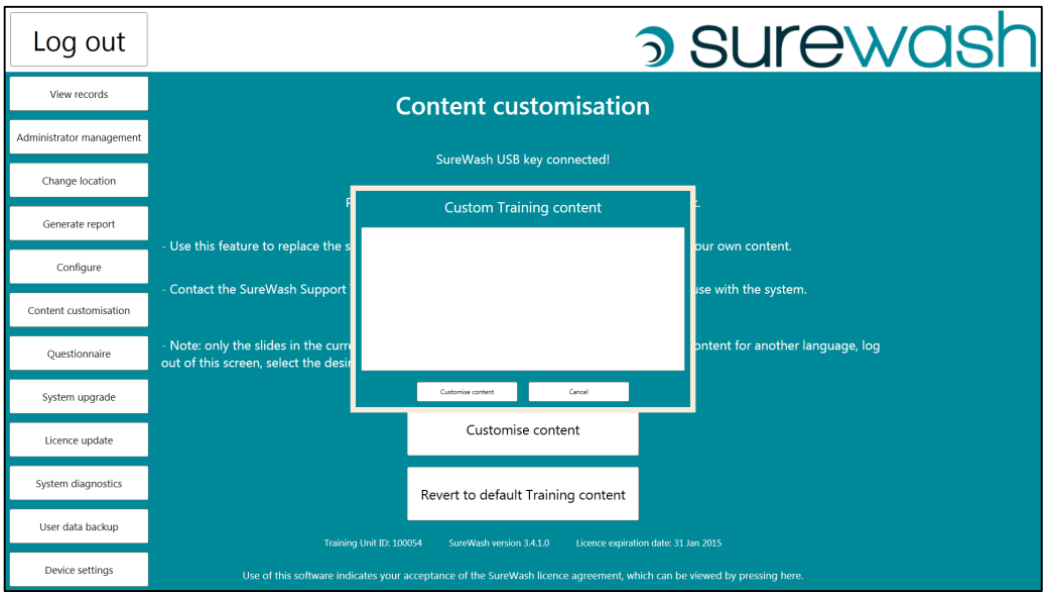
Less than 40: easier to pass

4.8 CONTENT CUSTOMISATION

The ‘Content customisation’ feature allows an administrator to replace the first four slides in the Training mode of the SureWash system (Why, When, How, etc. – see section 3.3) with their own e-learning content.

Contact the SureWash Support Team to convert your custom slides to a format suitable for use with the system. Copy the file you receive to the SureWash USB key and plug the USB key into the system.

The ‘Customise content’ button cannot be pressed unless the licence for the system is valid (see section 4.11). When the button is pressed, a file selection dialog appears.



Choose the correct custom content file from the list and press the ‘Customise content’ button. If your SureWash Training Unit offers multiple interface languages, ensure that you are logged in to the Administrator interface in the correct language, i.e., that language for which you wish to customise the Training content.

By pressing the ‘Revert to default Training content’, any custom content for the current language will be removed from the Training screens.

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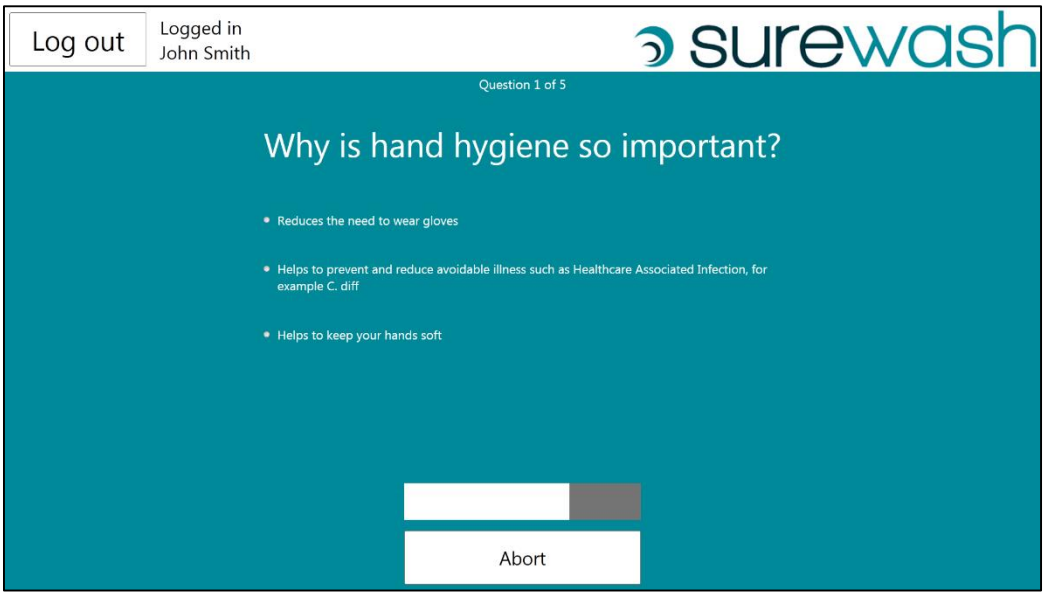
4.9 QUESTIONNAIRE

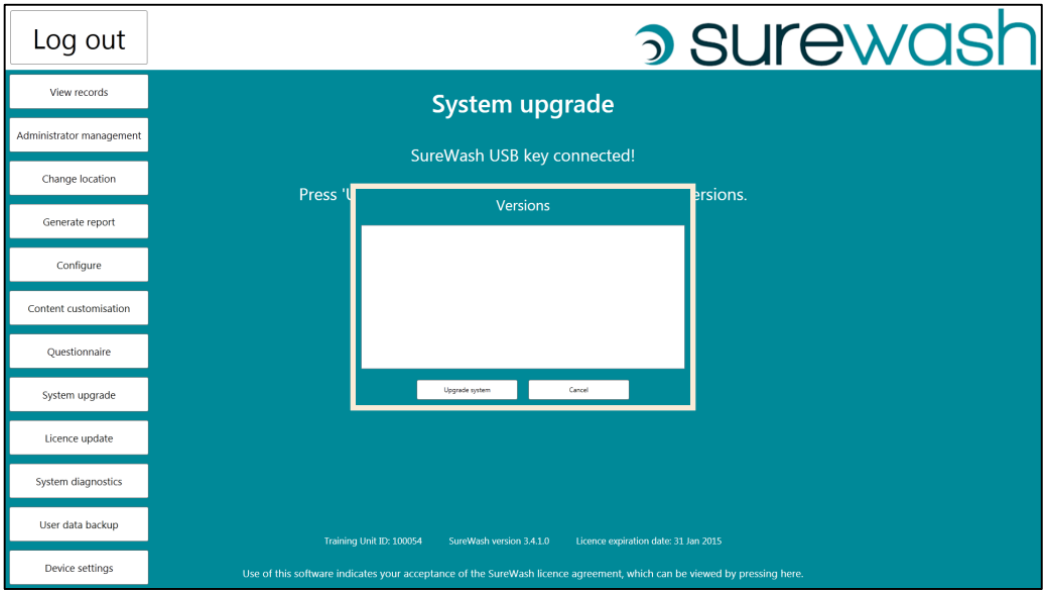
SureWash also comes with multiple choice type questionnaire functionality.


Log out
Logged in
John Smith
surewash
Question 1 of 5
Why is hand hygiene so important?
Reduces the need to wear gloves
Helps to prevent and reduce avoidable illness such as Healthcare Associated Infection, for example C. diff
Helps to keep your hands soft
Abort

SureWash will provide a standard questionnaire, but it is also possible to have many quizzes on a SureWash machine, which can be activated as required through the Questionnaire configuration screen.

4.10 SYSTEM UPGRADE

The ‘System upgrade’ feature allows an administrator to upgrade the SureWash software on the Training Unit. Such upgrades will be notified to you from time to time by the SureWash Support Team. Once you have downloaded the upgrade file from the internet, copy it to the SureWash USB key and connect the USB key to the system.



Pressing the ‘Upgrade system’ button brings up a file selection dialog.

Choose the correct SureWash upgrade file from the list and press the ‘Upgrade system’ button. Once the new version of the software has been copied to the system, you will be prompted to restart the system. The upgrade will not take effect until the restart is performed.

Note: no user data will be deleted by upgrading the SureWash software.

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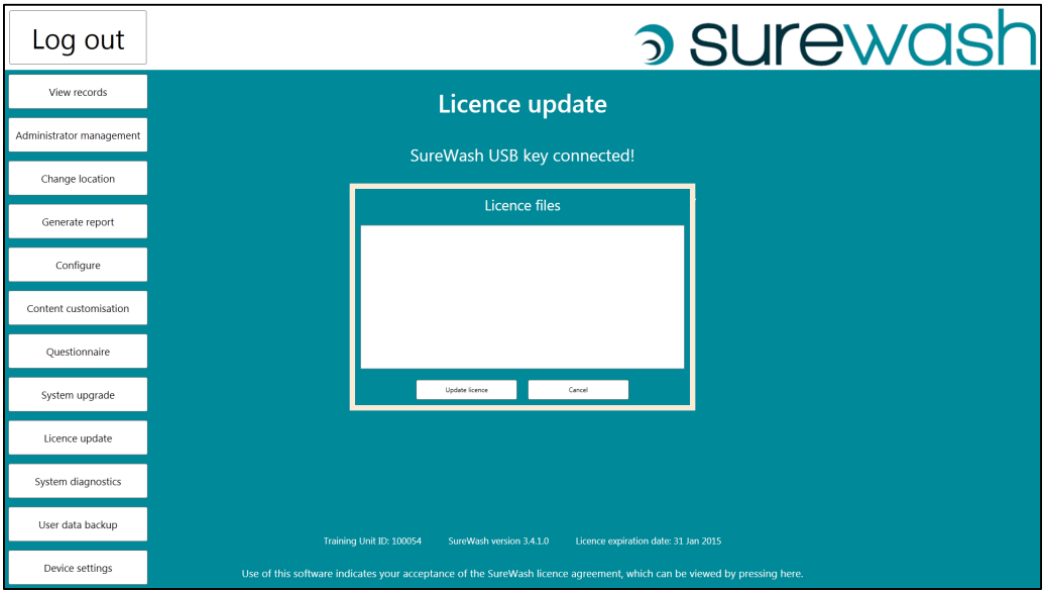
4.11 LICENCE UPDATE

A valid licence is required to use certain features of the SureWash software. If the licence for the Training Unit has expired, or is about to expire, contact the SureWash Support Team.



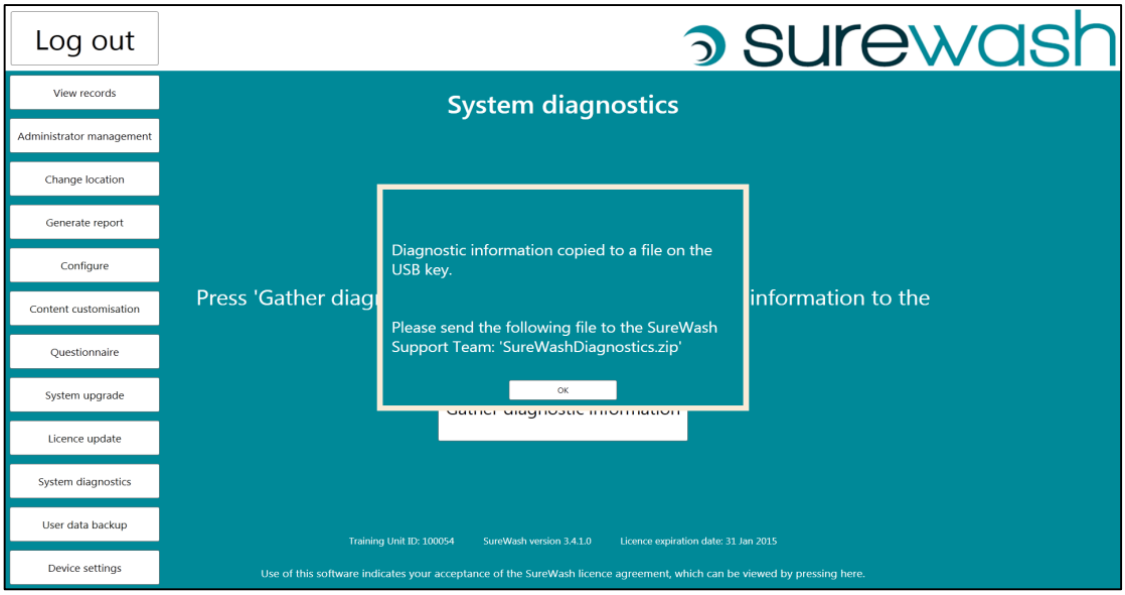
Pressing the ‘Update licence’ button brings up a file selection dialog.

Choose the correct SureWash licence file from the list and press the ‘Update licence’ button. If the licence is valid, all features of the SureWash software will be enabled.

4.12 SYSTEM DIAGNOSTICS

The ‘System diagnostics’ feature gathers diagnostic information about the SureWash Training Unit that can prove useful for troubleshooting. Connect the SureWash USB key to the system and press the ‘Gather diagnostic information’ button.

A file containing diagnostic information called ‘SureWashDiagnostics.zip’ will be copied to the USB key. Please email this file to the SureWash Support Team with a description of the problem you are encountering.



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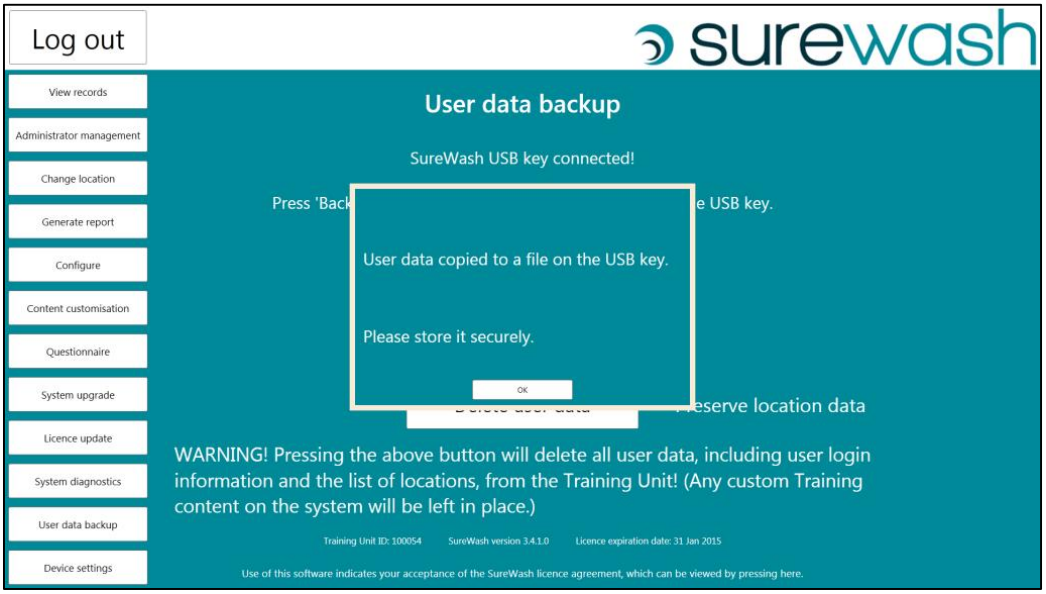
4.13 USER DATA BACKUP

The ‘User data backup’ feature allows an administrator to copy the user data from the SureWash Training Unit to the USB key. This procedure should be carried out on a regular basis to protect against data loss.


Log out
surewash
View records
Administrator management
Change location
Generate report
Configure
Content customisation
Questionnaire
System upgrade
Licence update
System diagnostics
User data backup
Device settings
User data backup
SureWash USB key connected!
Press 'Back
e USB key.
User data copied to a file on the USB key.
Please store it securely.
OK
eserve location data
WARNING! Pressing the above button will delete all user data, including user login information and the list of locations, from the Training Unit! (Any custom Training content on the system will be left in place.)
Training Unit ID: 100054
SureWash version 3.4.1.0
Licence expiration date: 31 Jan 2015
Use of this software indicates your acceptance of the SureWash licence agreement, which can be viewed by pressing here.

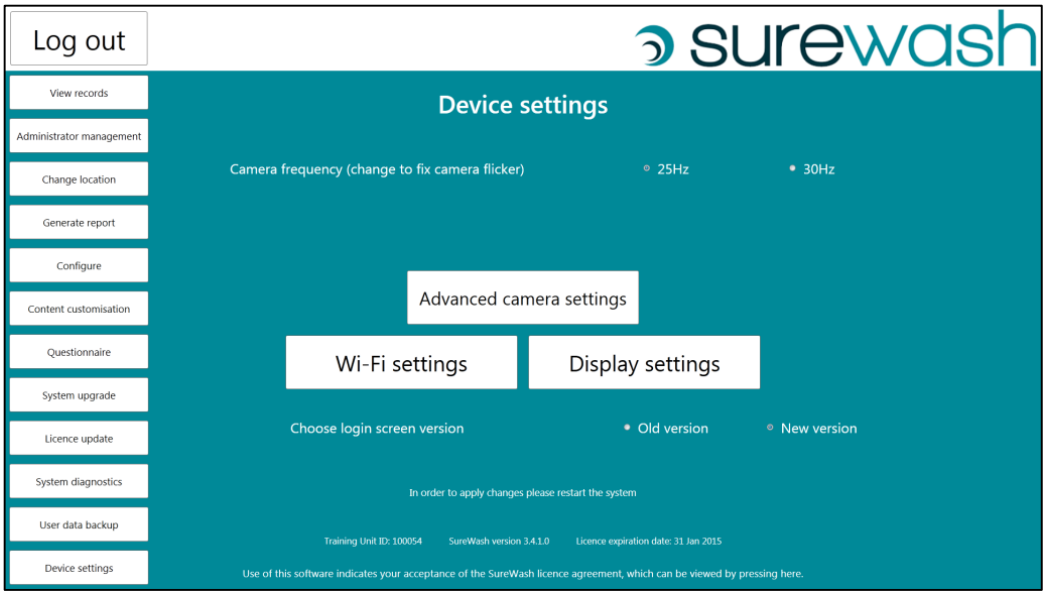
Connect the SureWash USB key to the system and press the ‘Back up user data’ button. The user data will be copied to the USB key. Please store the data securely.

4.13.1 DELETE USER DATA

Occasionally, it may be desirable to delete all user data from the system. Pressing the ‘Delete user data’ button will remove all user data from the system, except for administrator login details and any custom Training content that is present (section 4.8).

WARNING! Once the user data has been deleted, it cannot be restored to the system!

4.14 DEVICE SETTINGS



4.14.1 CAMERA FREQUENCY

The camera frequency must be set according to the electricity supply frequency of the country in which the SureWash system is being used:

- Saudi Arabia: 30Hz
- United Arab Emirates: 25Hz
- Qatar: 25Hz
- Bahrain: 25Hz
- Europe, Ireland, UK: 25Hz
- North America: 30Hz

It is necessary to restart the system if you change the camera frequency.

4.14.2 ADVANCED CAMERA SETTINGS

It is only necessary to change these settings if no image is coming from the camera, in which case you should contact SureWash.

4.14.3 WI-FI SETTINGS

This allows the SureWash unit to connect to a Wi-Fi network, to facilitate updates to the software and troubleshooting. Pressing the button brings up a Wi-Fi connections screen,

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from where it is possible to connect to any available Wi-Fi network. (A password may be required. Please contact your IP department in such cases.)

Please ensure that you do not accidentally close any other programs when working with the Wi-Fi connections screen.

4.14.4 DISPLAY SETTINGS

It is possible to connect a second screen or a projector to the SureWash system (for group demonstrations, etc.). A VGA connector is available on the back of the unit. Once the screen has been connected, you may have to press *display settings* and configure the screens:

- Under "Multiple displays" choose "Duplicate these displays"
- Press "Apply" and check that the same image appears on both screens

Please ensure that you do not accidentally close any other programs when working with the display settings screen. This settings change must be made every time the SureWash system is restarted.

4.14.5 LOGIN SCREEN VERSION

It is possible to enable an old version of the login screen (without any animations showing how to use the ID card reader/fingerprint reader, but we recommend that the new version be used in most cases.

5 SUPPORT AND TROUBLESHOOTING

The SureWash Training Unit is extremely reliable. However, if the unit becomes unresponsive, the following troubleshooting steps should be tried:

1. Power down the unit by pressing and holding the ON/OFF button. Once the unit has been shut down for 10 seconds, restart the unit by pressing the ON/OFF button. The system should restart successfully.

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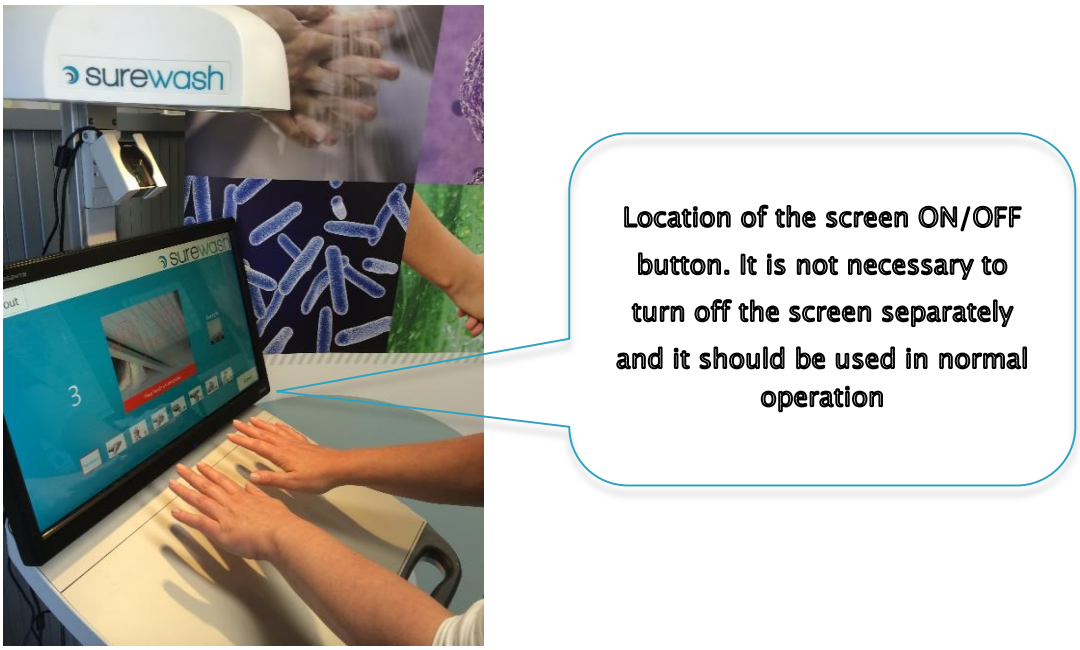
2. If the screen is dark/blank please ensure that the screen has not been powered off via the screen power button by mistake.


surewash
Location of the screen ON/OFF button. It is not necessary to turn off the screen separately and it should be used in normal operation

3. If there is difficulty in hands being captured (red to green) at the beginning of the assessment or the assessment is hard to pass:

   Clean the three lenses of the camera with a soft cloth to remove dust.

   Have people been standing in front of the unit and not using it for a few minutes?
   - Step away from the unit for about 10 minutes
   - Or restart unit.

4. If these steps fail please follow the instructions in section 4.12 ("System diagnostics") and send an email to support@surewash.com with a description of the problem, the time of day it occurred and what version of the software is running (on bottom of Admin screen). We will be in contact with you within one working day.

6 LEGAL NOTICES

This user manual and all supporting SureWash documentation is copyright © GLANTA Ltd, 2011–2015, all rights reserved.

The SureWash Training Unit software is copyright © GLANTA Ltd, 2010–2015, all rights reserved. The device is manufactured under the protection of patents EP2015665 and US 8090155. Further patents pending.

7 CE COMPLIANCE

CE

Declaration of Conformity

We:

Glanta Ltd
The Tower
Trinity Enterprise Center
Pearse St
Dublin 2

declare under our sole responsibility that the product,

Surewash Training

to which this documentation relates, is in conformity with the provisions of the following directives:

2001/95/EC General Product Safety
2006/95/EC Low Voltage Directive (LVD)
2004/108/EC Electromagnetic Compatibility Directive (EMC)

The product has been tested to the following standards,

EN55022:2010, EN55024:2010
EN 61000-3-2:2006+A1+A2:2009
EN 61000-3-3:2008

The technical file is maintained at:

Glanta Ltd
The Tower
Trinity Enterprise Center,
Pearse St., Dublin2 , Ireland

Date of Issue: 15th Dec 2011

Place of Issue: Dublin, Ireland

Name: **Seán Bay**

Title: **CEO**